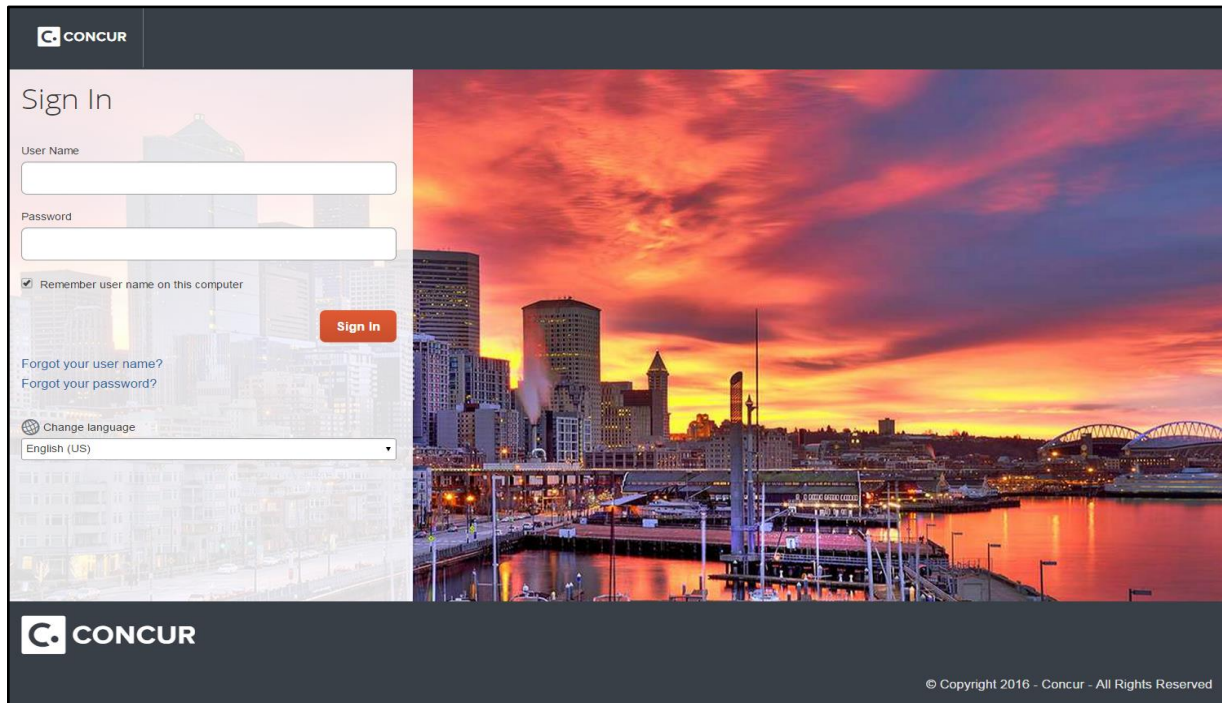


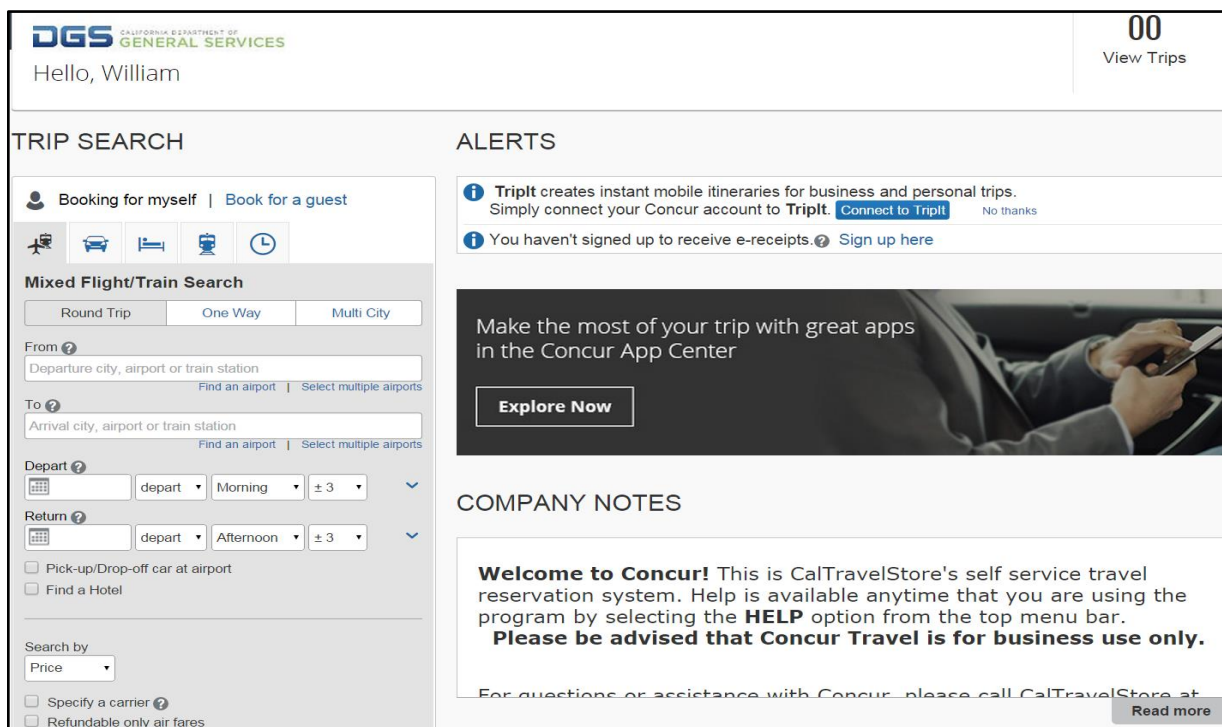
Booking a Trip (Air, Car and Hotel) in Concur

This guide will show you, step-by-step, how to make an air, car, and hotel reservation on Concur.

1. After registering for Concur, log in with your work email address and password.



2. On the Concur home page, look to the Trip Search section on the left side of the page. Concur should be used to book airfare, rail, rental cars, and hotels for your official government business travel (personal travel is prohibited).



You can book airfare, rental car, and hotel during the same search. To only book one detail of the trip – such as airfare – use the corresponding tabs along the top of the Trip Search.

3. Select one of the following types of flight options: Round Trip, One Way, Multi-Segment.
4. In the Departure City and Arrival City fields, enter the cities for your travel. When you type in a city, airport name, or airport code, it will automatically search for a match.

Mixed Flight/Train Search

Round Trip | One Way | Multi City

From ?
 Sacramento, CA - Sacramento International

SMF Sacramento International
 Sacramento, CA, United States of America

Find an airport | Select multiple airports

Depart ?
 [Calendar] depart Morning ± 3

Return ?
 [Calendar] depart Afternoon ± 3

☐ Pick-up/Drop-off car at airport
☐ Find a Hotel

Search by
 Price

☐ Specify a carrier ?
☐ Refundable only air fares

Search

5. Click in the Departure and Return date fields, then select the appropriate dates from the calendar. Also, select the appropriate departure and return times. The system will search before and after the times you select based on the +/- number of hours selected in the dropdown boxes.

Depart ?
 [Calendar] depart Morning ± 3

Return ?
 [Calendar] depart Afternoon ± 3

6. Click the arrow to the right of the time window to see a graphical display of flights available for the routing and date you have selected. This allows you to adjust your search criteria, if necessary.

The screenshot shows the flight search interface. The 'Depart' section is for 09/19/2016 at 08:00 am, and the 'Return' section is for 09/20/2016 at 05:00 pm. Both sections include a '24 hour range' bar chart showing flight availability from 12:00 am to 11:59 pm, with a 'refresh graph' link.

7. To book a rental car during this search, select the “Pick-up/Drop-off car at airport” checkbox.

The screenshot shows a checkbox labeled 'Pick-up/Drop-off car at airport'.

8. To book a hotel stay during this search, select the “Find a Hotel” checkbox. You can choose to search for the hotel by Airport, Address, Company Location, or Reference Point/Zip Code (a city or neighborhood). You can also expand your search by changing the number of miles in the distance box.

The screenshot shows the 'Find a Hotel' section. It includes a checkbox for 'Find a Hotel', a 'Find hotels within' field set to 5, and a 'Distance Units' dropdown set to miles. There are four radio button options: 'Airport', 'Address', 'Company Location', and 'Reference Point / Zip Code'. The 'Reference Point / Zip Code' option is selected. Below these options is a text input field containing 'Los Angeles, CA'. There is also a checkbox for 'With names containing:' followed by an empty text input field.







9. In the “Search by” section, select how you first wish to review the airfare results either by Price or by Schedule. We recommend you search by Price. Then Click the “Search” button.

The screenshot shows the 'Search by' section. It has a dropdown menu with 'Price' selected. Below the dropdown are two checkboxes: 'Specify a carrier' and 'Refundable only air fares'. At the bottom is a large red 'Search' button.

Reserving a Flight...


10. A grid (matrix) summarizing your airfare search results will appear at the top of the page, with your search results appearing below. Make sure you factor in those fees if you are preparing a cost estimate. Note: The link to the baggage fees are at the bottom of the grid.

The “Preferred” verbiage indicates that this is a preferred State of California contracted vendor.

SACRAMENTO, CA TO LOS ANGELES, CA MON, SEP 19 - TUE, SEP 20						Print / Email
All 229 results	 Southwest	 Delta	 Alaska Airlines	 United	 Multiple	 American Airlines
	Preferred	Preferred	Preferred	Preferred		
Nonstop 25 results	103.00 15 results	136.20 4 results	292.20 2 results	309.20 2 results	—	156.20 2 results
1 stop 162 results	—	—	336.20 6 results	317.70 144 results	118.00 2 results	198.70 10 results
2 stops 41 results	—	—	—	434.20 18 results	118.00 11 results	429.20 12 results
3 stops 1 results	—	—	—	—	131.50 1 results	—
Show fare display legend						Baggage Fee Policies

11. To filter your results, select a column, row, or cell from the matrix. For example, to view only the nonstop flights click the “Nonstop” cell. To view only Southwest flights, click the “Southwest” cell.

Once you click on “Southwest”, click “View Fares” for the flight you wish to reserve and the 3 different fares will display.

 Southwest

07:00a SMF → 08:20a LAX

01:35p LAX → 02:55p SMF

Nonstop

Nonstop

1h 20m

1h 20m

From **\$118.00**


[View Fares](#)

Preferred Vendor for General Services

[Show all details](#)

The “Wanna Get Away” fares are non-refundable but reusable. The “Anytime” fares are fully refundable, and the “Business Select” fares are considered first class or premium types of fares. These “Business Select” fares may be grayed-out on your site prohibiting you from purchasing them, if this is your department policy. If you have additional questions about your department policy, please refer to your department travel coordinator.

If you need to change your flight search, or filter your results, you can do so by using the toggle bars on the left side of the screen.

 Southwest

07:00a SMF → 08:20a LAX Nonstop 1h 20m

01:35p LAX → 02:55p SMF Nonstop 1h 20m

From **\$118.00**

Hide Fares

Preferred Vendor for General Services [Hide all details ^](#)

DEPART ✈ Mon, Sep 19 – Sacramento, CA to Los Angeles, CA [Flight details v](#)

Fare Options Free Checked Bags

Wanna Get Away	Visit Southwest	\$59.00 <input checked="" type="radio"/>
Anytime	Visit Southwest	\$234.00 <input type="radio"/>
Business Select	Visit Southwest	\$256.00 <input type="radio"/>

RETURN ✈ Tue, Sep 20 – Los Angeles, CA to Sacramento, CA [Flight details v](#)

Fare Options Free Checked Bags

Wanna Get Away	Visit Southwest	\$59.00 <input checked="" type="radio"/>
Anytime	Visit Southwest	\$234.00 <input type="radio"/>
Business Select	Visit Southwest	\$256.00 <input type="radio"/>

[Fare rules](#) — Ticket is non-refundable


☒

\$118.00


Southwest

Please note that on the left hand side of the screen is a trip summary that is geared to assist you in following the necessary steps when booking your trip.


Trip Summary

**Select Flights or Trains**


Round Trip
SMF - LAX
Depart: Mon, 09/19/2016
Return: Tue, 09/20/2016

**Select a Car** [Remove](#)


Pick-up: Mon, 09/19/2016
Drop-off: Tue, 09/20/2016

**Select a Hotel** [Remove](#)

Nights: 1
Los Angeles, CA
Check-in: Mon, 09/19/2016
Check-out: Tue, 09/20/2016

**Finalize Trip**

12. Once you are ready to make your selection, select the blue price button.



\$118.00

Southwest

13. Once you have booked your flight you will be brought to a confirmation screen. This will allow you to confirm that you selected the right flight, confirm that you are booking for the right person, select your seat (if an option for your flight), review charges, review and accept the restrictions and rules, and book the flight. There will be a screen similar to this after each step in booking the trip.

Trip Summary

Flights Selected

Round Trip
SMF - LAX
Depart: Mon, 09/19/2016
Return: Tue, 09/20/2016

Select a Car

Pick-up: Mon, 09/19/2016
Drop-off: Tue, 09/20/2016

Select a Hotel

Nights: 1
Los Angeles, CA
Check-in: Mon, 09/19/2016
Check-out: Tue, 09/20/2016

Finalize Trip

Review and Reserve Flight

REVIEW FLIGHTS

DEPART

✈ Mon, Sep 19 – Sacramento, CA to Los Angeles, CA

Hide details ^

Mon, Sep 19 10:25a SMF → 12:03p LAX 1h 38m United #5513
[View seats](#) / Economy (Y) / Canadair Regional Jet

RETURN

✈ Tue, Sep 20 – Los Angeles, CA to Sacramento, CA

Hide details ^

Tue, Sep 20 05:25p LAX → 06:58p SMF 1h 33m United #5583
[View seats](#) / Economy (Y) / E7W

ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. ⓘ

Primary Traveler

Edit | Review all

Name: William Agent Never Phone: 9163769374

Frequent Flyer Programs [Add a Program](#)

For United

SEAT ASSIGNMENT

Make your trip more enjoyable by selecting your seats now. Otherwise, Concur will request them for you.

[Select Seats](#)

REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	\$267.90	\$48.30	\$316.20
Total Estimated Cost : \$316.20			
Total Due Now: \$316.20			

METHOD OF PAYMENT

This purchase will be charged to your company directly.

By completing this booking, you agree to the [fare rules](#) and [restrictions](#) and [hazardous goods policy](#).

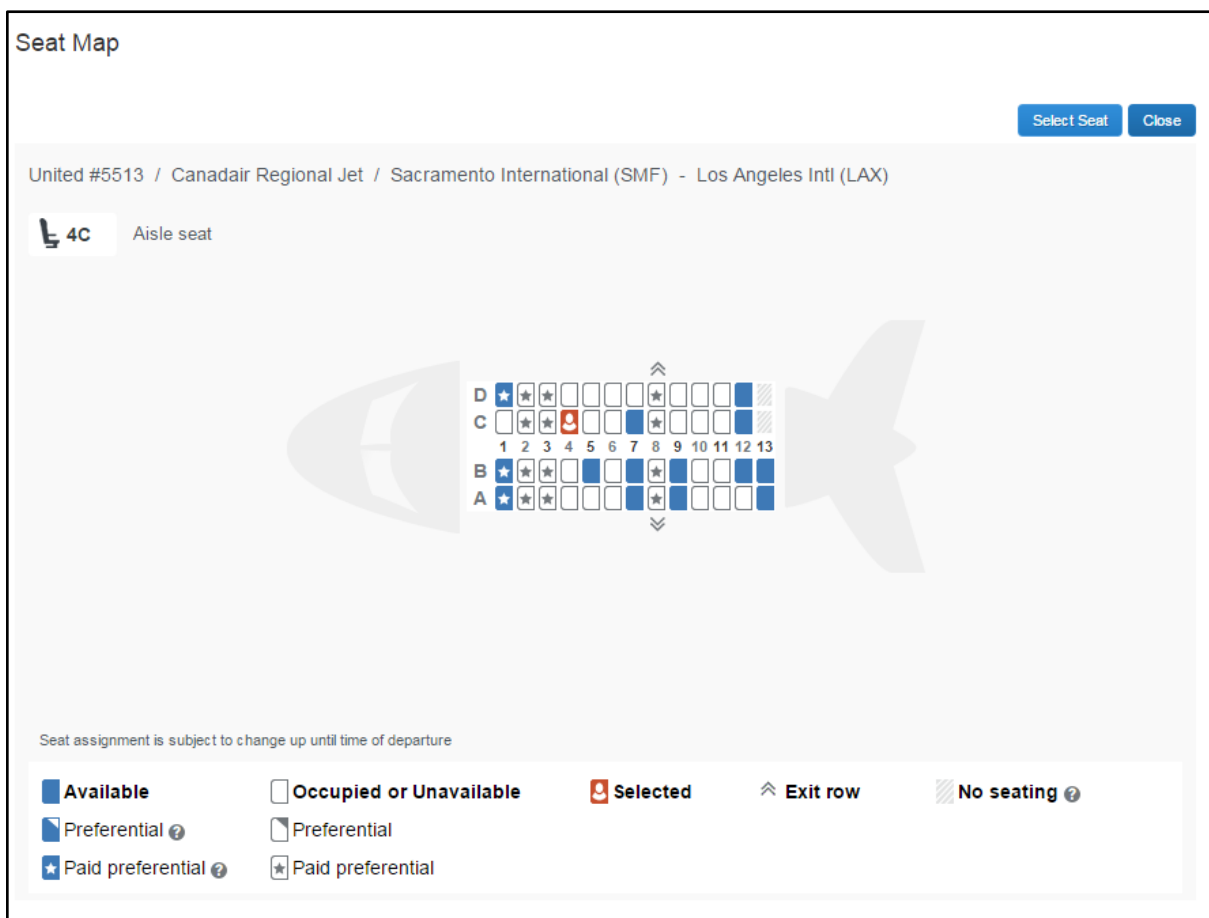
[Back](#) [Reserve Flight and Continue](#)

In the flight reservation screen you can select your seat assignment, if necessary. Simply click on the button that says “Select Seats”. This will bring up a seat map of the plane.

SEAT ASSIGNMENT

Make your trip more enjoyable by selecting your seats now. Otherwise, Concur will request them for you.

[Select Seats](#)



14. Select a seat by clicking on the available blue seat location. Once selected it will turn orange. Confirm your seat selection by clicking the “Select Seat” button. Then click “Close”.

Reserving a Rental Car...

15. Next, you will see your rental car search results, if you checked the Pick-up/Drop-off Car at Airport checkbox.
16. Similar to the flight search, a matrix summarizing your search results will appear at the top of the page. If you follow the State of California car rental policy, compact and intermediate are the required car rental classes. Renting a vehicle larger than the intermediate size requires the car rental justification form.

Compact and Intermediate are the preferred car rental vehicle classes. Car reservations for any other vehicle class require the submission of the ["Justification for Rental Car Exception"](#) form.

State of California does not reimburse for Navigational Systems (GPS) or Ski Racks.

PICK UP: (LAX) ON MON, SEP 19 12:03 PM
RETURN: TUE, SEP 20 05:25 PM

[Print / Email](#)
[Hide matrix](#)

All 32 results	Economy Car	Compact Car	Intermediate Car	Standard Car	Standard Convertible	Full-size Car	Premium Car	Luxury Car	Mini Van	Ful
Preferred	--	33.00	33.00	35.00	88.00	35.00	66.00	88.00	56.00	
Less Preferred	132.60	33.00	33.00	35.00	88.00	35.00	66.00	88.00	56.00	

17. To filter your results, select a column, row, or cell from the matrix.

18. You can find rental location, hours, and contact information by clicking on the "Location info" link.

Intermediate Car - \$33.00 per day (Sabre)

Unlimited miles
Automatic transmission
(Corporate rate)

Total cost*
\$94.46

Preferred Vendor for General Services / E-Receipt Enabled ? [Location info](#)

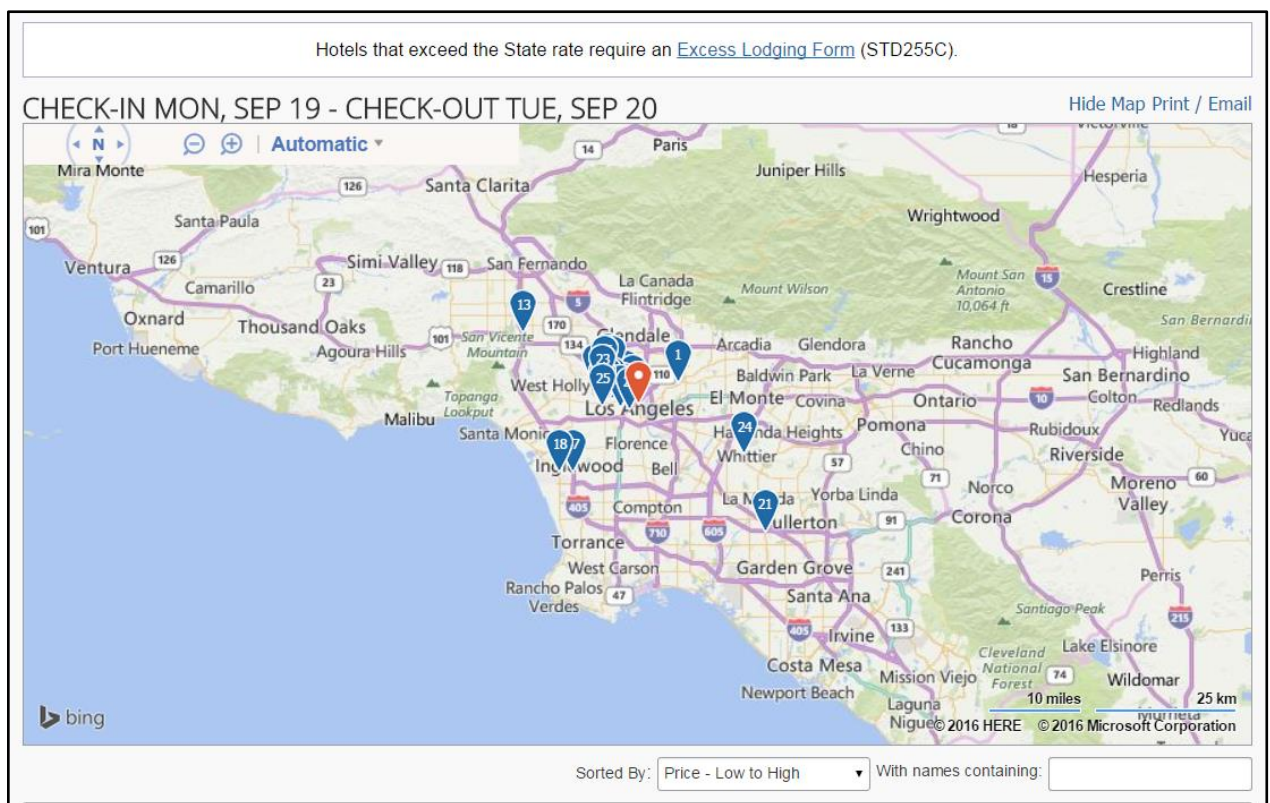
19. You can see the capacity of the vehicle by clicking the picture of the vehicle.

20. Select your appropriate rental car by clicking the blue price button.

Reserving a Hotel Room...

21. If, when entering your search criteria, you checked the Find a Hotel checkbox:

You will see your hotel search results. A map will display your first 25 search results in relation to the location you selected/entered as part of your search criteria.



22. You can sort the list of hotels by Preference, Price, Rating, Policy and Distance. The default is set to display the hotels from the lowest price to the highest price. You can also search for specific hotels using the “With names containing” field.

Sorted By: Price - Low to High With names containing:

23. If needed, you may use the options on the left side of your screen to filter your results further, such as by Hotel Chain or by Hotel Amenities.

Hotel chain

☒ Chain ☐ Superchain

- ☐ Andre Balazs (1)
- ☐ Atel France (1)
- ☐ Best Value Inns (6)
- ☐ Best Western (3)
- ☐ BT Advantage (1)
- ☐ Comfort Inns (2)


[Check All](#) | [Reset](#)

Hotel Amenities


- ☐ Breakfast (50)
- ☐ Broadband Internet (87)
- ☐ Business center (54)
- ☐ Convention center (0)
- ☐ Dry cleaning (52)
- ☐ Fitness center (45)


Hotel amenities may change over time and without notice. Not all hotels have provided their amenities list.

24. Scroll through the page to view all of the hotels. To view more hotel selections, click the “Next” button on the bottom of the screen. If you see a yellow triangle with an exclamation point, it means the hotel has rates above the \$90 baseline State rate.



18. The Concourse at Los Angeles Airport
6225 West Century Boulevard, Los Angeles, CA 90045 [Map it](#)

11.57 miles 

From **\$120**  [View Rooms](#)

[Hotel details](#)

Most Preferred Hotel for General Services

25. Click on “Hotel details” for information on the hotel, such as, directions, attractions, amenities, and all the information you would normally find on the hotel’s website. You can also click on the image to view images of the hotel or virtual tours, if available.

Hotel Detail

THE CONCOURSE HOTEL AT LAX **HYATT**

STREET ADDRESS
6225 WEST CENTURY BLVD
LOS ANGELES CA 90045


PHONE NUMBER
1-310-670-6000
FAX NUMBER
1-310-670-7852

Rating
STAR 4.5

Description
THE HYATT REGENCY AT LOS ANGELES AIRPORT IS PROJECTED TO COMPLETE ITS REDESIGN THE FIRST QUARTER OF 2016.


THIS FULL SERVICE HOTEL IS LOCATED CLOSEST TO THE AIRPORT COMPARED TO THOSE HOTEL CHOICES FEATURED IN THE AREA. OFFERING NEWLY DESIGNED QUADRUPLE PANED GUEST ROOMS. SERVICES INCLUDE 24 HOUR SHUTTLE TO AND FROM ALL TERMINALS, 24 HOUR GUEST ROOM DINING, AND THE INTRODUCTION OF OUR NEW MARKET PLACE AND LOBBY BAR. GUESTS CAN ALSO TAKE ADVANTAGE OF OUR 24 HOUR FITNESS CENTER AND CAR RENTAL SERVICES. BECAUSE WE ARE HYATT, YOUR GUEST ROOM WIFI IS COMPLEMENTARY SO YOU STAY CONNECTED TO HOME AND BUSINESS. WE INVITE YOU TO VISIT AND STAY WITH US AS WE INTRODUCE THE NEW HYATT REGENCY IN THE FIRST QUARTER OF 2016.

General Room Information
STANDARD AMENITIES IN ALL ROOMS
ALARM CLOCK BATHROOM AMENITIES
BATHTUB AND SHOWER BATHTUB ONLY
BLACK OUT CURTAINS CABLE TV
COFFEE TEA COLOR TV
DUPLET ELECTRICAL ADAPTERS
ELECTRICAL OUTLET DESK ERGONOMIC CHAIR
FULL SIZE MIRROR HAIR DRYER
HDTV HSPD
IRON BOARD LINEN THREAD COUNT 300
MINI FRIIDGE MODERN DATAPORT
MP3 LINE NEWS
NEWSPAPER NUMBER OF CLOSETS 1
NUMBER OF PHONES 2 PHONE TWO LINES
PILLOW NONALLERGENIC PILLOW TYPE FE
POWER CONVERTERS PRIVATE BATH
RADIO REMOTE TV
SAFE FOR LAPTOP SAFE
SEATING AREA SELF-CONTROLLED HEATING





Exterior

26. Click the “Views Rooms” button for a specific hotel to find more detailed information, including room types and room rates.



18. The Concourse at Los Angeles Airport
6225 West Century Boulevard, Los Angeles, CA 90045 [Map it](#)

11.57 miles 







From **\$120**  [Hide Rooms](#)

[Hotel details](#)

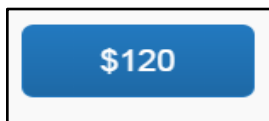
Most Preferred Hotel for General Services

The CA Green Lodging Program encourages State and Local government travelers to seek out and give preference to certified green hotels.

Room Options

State Government 1 King Bed - King Bed : Complimentary Wifi : Business Desk (Rate Code: KNGGSDS) (Sabre) Rules and cancellation policy		\$120
State Government 2 Queen Beds - Two Queen Beds: Complimentary Wifi: (Rate Code: QQNGSDS) (Sabre) Rules and cancellation policy		\$120
Government Rate 1 King Bed - King Bed : Complimentary Wifi : Business Desk (Rate Code: KNGGVDS) (Sabre) Rules and cancellation policy		\$150
Government Rate 2 Queen Beds - Two Queen Beds: Complimentary Wifi: (Rate Code: QQNGVDS) (Sabre) Rules and cancellation policy		\$150
1 King Bed - King Bed : Complimentary Wifi : Business Desk (Rate Code: KNGRACK) (Sabre) Rules and cancellation policy		\$199
2 Queen Beds - Two Queen Beds: Complimentary Wifi: (Rate Code: QQNRACK) (Sabre)		\$199

27. When you are ready to reserve a hotel room, click the blue price button for the appropriate hotel and rate.



28. If a travel policy violation appears on your site, review the violation. Select the per diem exception that applies and click “Save”.

Travel Policy Violation

This hotel is not in compliance with the following travel rule(s):

State of California Hotel Per Diem is \$90.00 per night except in the following counties: Napa, Riverside and Sacramento Counties (\$95 per night), Los Angeles, Orange and Ventura Counties and Edwards AFB (\$120 per night), Alameda, Monterey, San Diego, San Mateo and Santa Clara Counties (\$125 per night), and San Francisco County and the City of Santa Monica (\$150 per night).

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason --

-- Please Choose a Reason --

Hotel exceeds Per Diem requires form STD 255C

Napa Riverside Sacramento per diem 95.00

LA Orange Ventura Edwards AFB per diem 120.00

Alameda Monterey San Diego San Mateo Santa Clara per diem 125.00

San Francisco County City of Santa Monica per diem 150.00

Out of State Travel

Hotel Compliant

Save

Cancel

Chosen:\$120.00

Hyatt Regency -- The Concourse at Los Angeles Airport

HYATT

Distance to reference point: 11.57 miles

6225 West Century Boulevard

\$120.00

State Government 1 King Bed - King Bed : Complimentary Wifi : Business Desk

\$120.00

State Government 2 Queen Beds - Two Queen Beds: Complimentary Wifi:

29. Review the hotel information on the “Review and Reserve Hotel” page and check the box to agree to the “Accept Rate Details/Cancellation Policy” box at the bottom of the page. Then click “Reserve Hotel and Continue.”

REVIEW PRICE SUMMARY

Description	Nightly rate	Dates	Total
The Concourse at Los Angeles Airport	\$120.00	Sep 19 - Sep 20	\$120.00
Total Estimated Cost : \$120.00*			
Total Due Now: \$0.00**			

* Does not include taxes or additional fees incurred during time of stay.

** Remaining amount due at hotel location.

SELECT A METHOD OF PAYMENT

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

fake visa (...1111)

Edit

Add credit card

* Indicates credit card is a company card

ACCEPT RATE DETAILS AND CANCELLATION POLICY

Please review the rate details and cancellation policy provided by the hotel.

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE: USD 120.00

TOTAL RATE: 138.83 USD

EXTRA PERSON: \$0.00

CANCEL 24 HOURS PRIOR TO ARRIVAL

CXL 24HRS PRIOR TO ARRIVAL TO AVOID 1NT PNLT

☒ I agree to the hotel's rate rules, restrictions, and cancellation policy.

Back

Reserve Hotel and Continue

Completing Your Reservation...

30. Review the details of the reservation on the Travel Details page. If necessary, change any element of your trip by clicking the appropriate change/cancel link along the right side of your screen, or use the icons at the top of the Trip Overview to add to your itinerary. Remember, any non-Southwest airline changes other than cancellations must be called into the travel agency once your reservation has been confirmed and ticketed. When ready, scroll to the bottom of the page and click "Next."

Trip Summary

Finalize Trip

Review Travel Details
Enter Trip Information
Submit Trip Confirmation

Travel Details

TRIP OVERVIEW

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Trip from Sacramento to Los Angeles ([Edit](#))
Start Date: September 19, 2016
End Date: September 20, 2016
Created: June 21, 2016, William Never (Modified: June 21, 2016)
Description: (No Description Available) ([Edit](#))
Agency Record Locator: MOCUCS
Passengers: William Agent Never
Total Estimated Cost: \$530.66 USD ([Details](#))

Info: Airfare must be ticketed by an agent by 06/23/2016 2:00 AM Eastern
[Change frequent flyer program](#)

Add to your Itinerary
[Car](#) [Hotel](#)

RESERVATIONS
Monday, September 19, 2016

Flight Sacramento, CA (SMF) to Los Angeles, CA (LAX) [Change](#) [Cancel all Air](#)

United 5513
Operated by: SKYWEST DBA UNITED EXPRESS

Departure: 10:25 AM
Seat: 04C (Confirmed) [Change Seat](#)
Sacramento International (SMF)
Terminal: A
Duration: 1 hour, 38 minutes
Nonstop

Arrival: 12:03 PM
Los Angeles Intl (LAX)
Terminal: 7

Confirmation: BL15YR
Status: Confirmed

Additional Details
Aircraft: Canadair Jet
Distance: 373 miles

31. On the Trip Booking Information page, enter the trip information in the Trip Name and Trip Description fields.

Trip Summary

Finalize Trip

Review Travel Details
Enter Trip Information
Submit Trip Confirmation

Trip Booking Information

The trip name and description are for your record keeping convenience.

Trip Name
This will appear in your upcoming trip list.
Trip from Sacramento to Los Angeles

Trip Description (optional)
Used to identify the trip purpose

Send a copy of the confirmation to: ?

Send my email confirmation as
☒ HTML ☐ Plain-text

32. If your site is customized to capture department accounting or billing codes, you will enter the appropriate codes here, for example, index, PCA, billing code, etc.

Index	PCA
<input type="text"/>	<input type="text"/>

33. Click the “Next” button to proceed to submitting your trip.

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Display Trip](#) [Hold Trip](#) [<< Previous](#) [Next >>](#) [Cancel](#)

34. Your itinerary appears again, with the trip information just entered, for final review. Click “Purchase Ticket”, at the bottom of the page, to finalize your trip.


Once you click Purchase Ticket, your itinerary will appear one last time, now with a blue “Finished!” message in the upper left corner.

Almost done... Please confirm this itinerary.

[Display Trip](#) [<< Previous](#) [Purchase Ticket>>](#) [Cancel](#)

35. Make sure you always scroll to the bottom of the page clicking Next, Next, Next until you have received the “Finished!” message.

Trip Summary



Finished!